DATA CENTER AND NETWORK OPERATIONS SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize and supervise the activities within the Data Center and Network Operations section of the Information Technology Division; to provide technical advice to the Information Technology Director and Assistant Information Technology Director concerning the design, planning and management of the Data Center; and to perform a variety of technical duties relative to the operation of the Data Center and network infrastructure.

Supervision Received and Exercised:

Receives direction from the Deputy Information Technology Manager or from other management staff.

Exercises direct supervision over professional and technical staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the Data Center and Network Operations section's activities; implement policies and procedures.

- Plan, prioritize, assign, supervise and review the work of staff involved in the operation of the Data Center and monitoring of the computer network infrastructure; assist in the monitoring of the local and wide area network (LAN and WAN).

- Develop and implement Data Center operations and maintenance policies, procedures and growth standards required to operate a centralized Data Center; work with ITD staff to ensure software version control policies and procedures are followed.

- Perform routine technical system analysis and report system problems related to equipment and system design and operation; maintain statistical information regarding system performance and up-time.

- Provide technical assistance in maintaining the integrity of the local and wide area network (LAN/WAN); ensure the recoverability of lost data through proper and adequate backup and data recovery methods.

- Confer with other ITD sections to determine operational needs; analyze and recommend software and hardware purchases to meet these needs; obtain vendor quotes and place orders as directed.

- Assist in the implementation of goals, objectives, policies and procedures for the City's minicomputer plans; establish schedules and methods for accommodating the operational needs of these machines.

- Plan, prepare and administer the section budget and participate in the administration of the division budget; submit recommendations and justifications for budget expenditures for new software and equipment; anticipate future expenditures based on the Data Center's needs.

- Maintain and ensure the security of the Data Center; administer and maintain software version control.

- Monitor production jobs and correct any problems related to production runs; keep informed of current industry practices and technologies related to Data Center Operations, networked computing and client/server technology.

- Perform project management duties as required; act as liaison between the Data Center and various user departments to develop info-technology solutions to problems.

- Plan, prioritize, assign and review the work of staff involved in Data Center and network operations.

- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

- Attend professional meetings and seminars as required.

- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years experience of increasingly responsible experience in Data Center management and network operation; some experience with computer programming and systems analysis; including one year of supervisory experience.

Training:

Equivalent to a Bachelor's degree from an accredited college or university in computer science, communications engineering or a related field.

Licenses/Certifications:

Possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

The hiring department may include job-related experience, training or license and certification preferences at the time of recruitment.

Job Code: 2373

Salary Range: 46

FLSA: Exempt